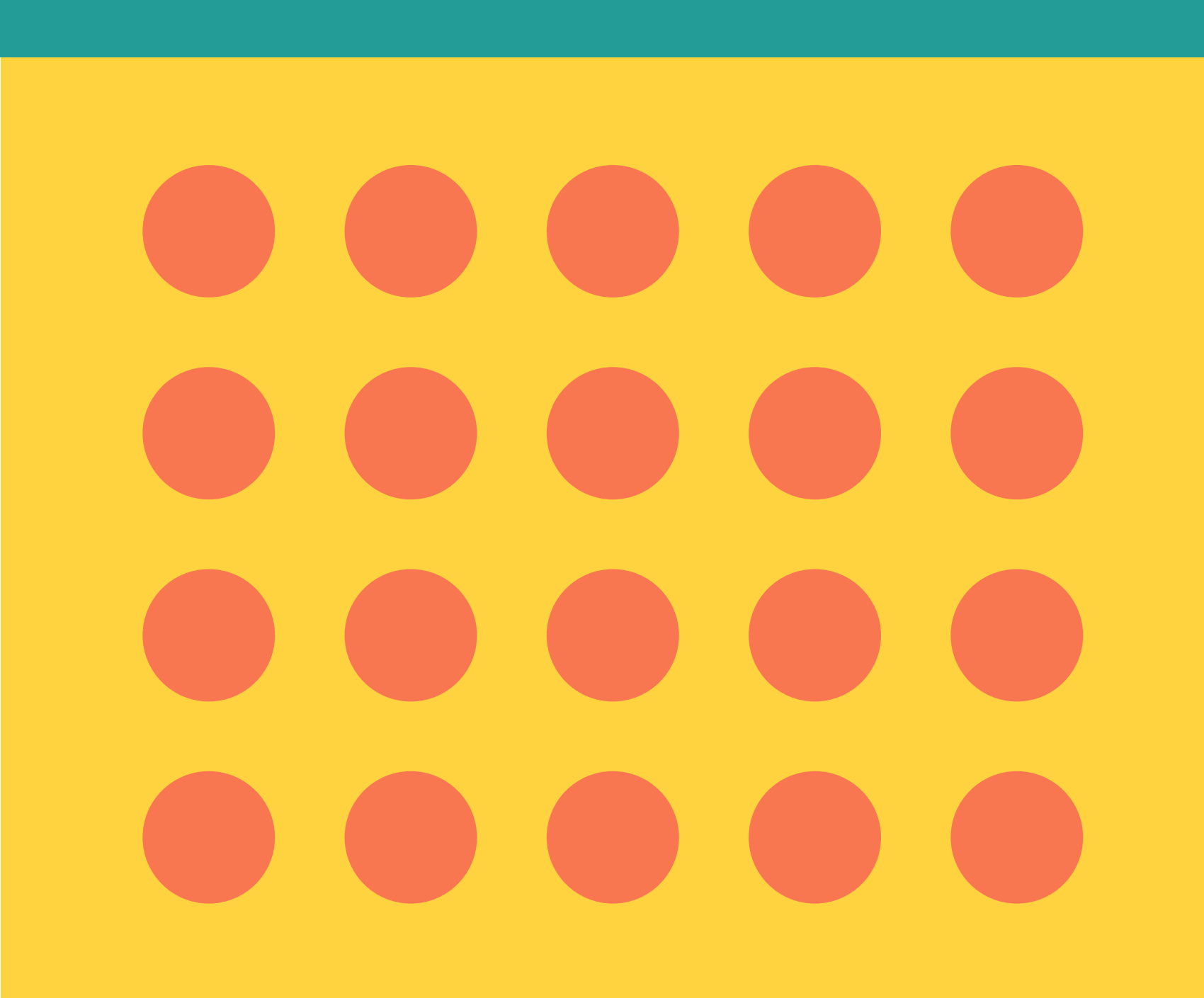
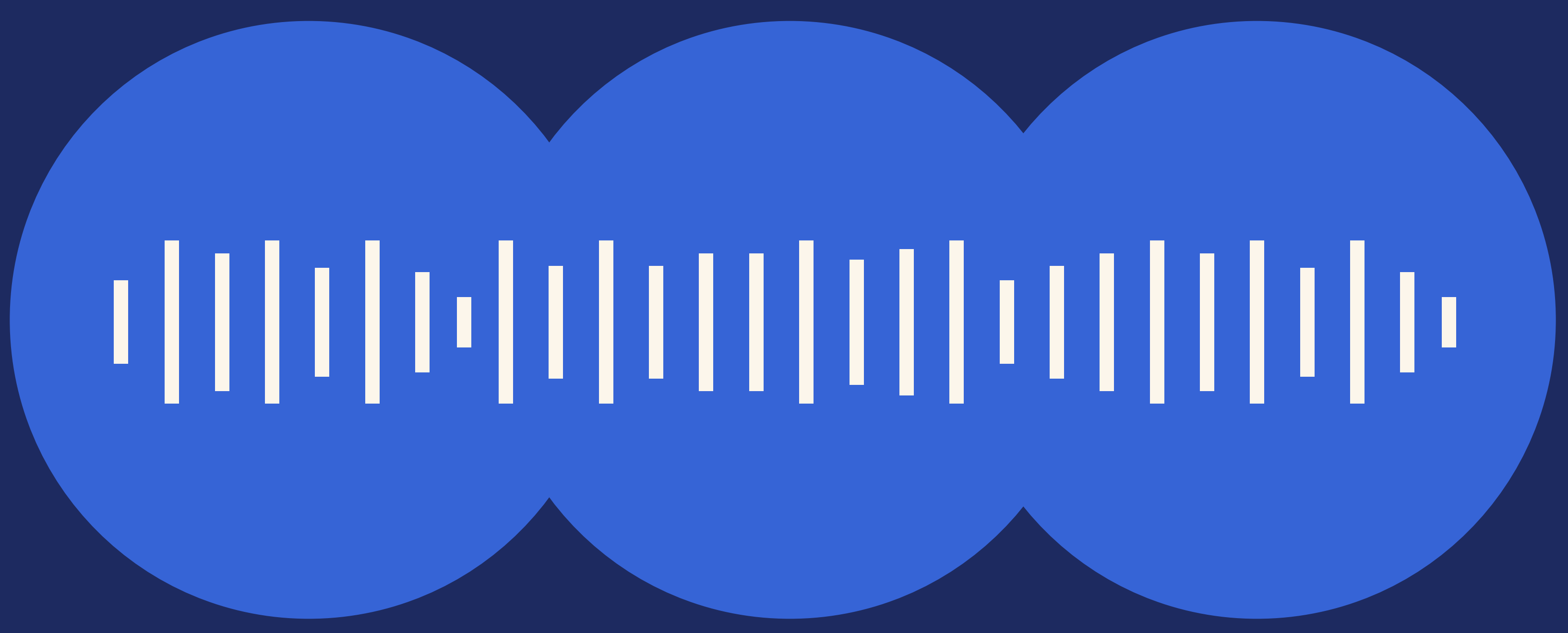


CHECKLIST

4 Ways Artificial Intelligence is Helping Healthcare Listen at Scale

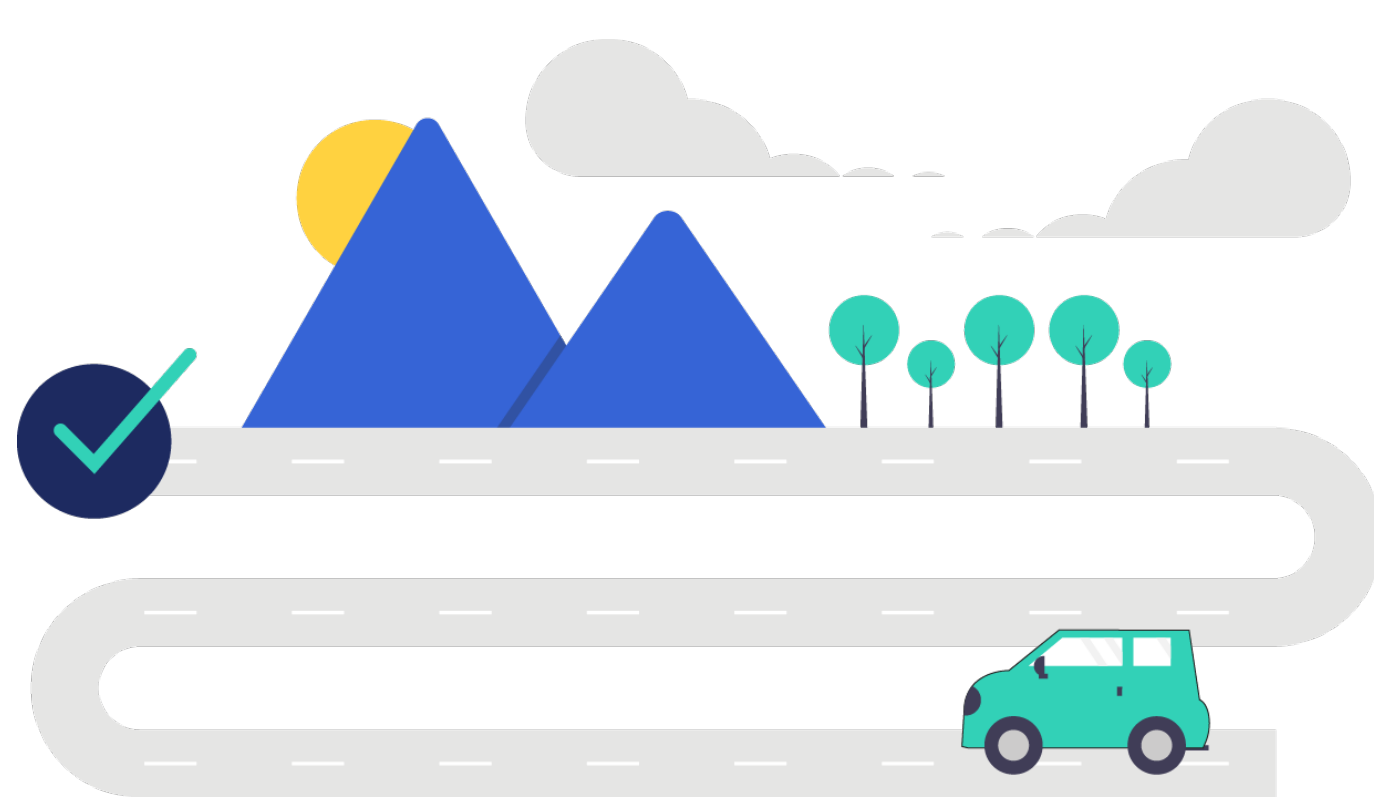


Understand how and why artificial intelligence is changing healthcare.

Improve customer experience by helping organizations listen at scale. Exponentially listen with confidence by aggregating topics, themes, and patterns from millions of conversations to drive relevant and impactful macro insights that enhance business outcomes and customer support.

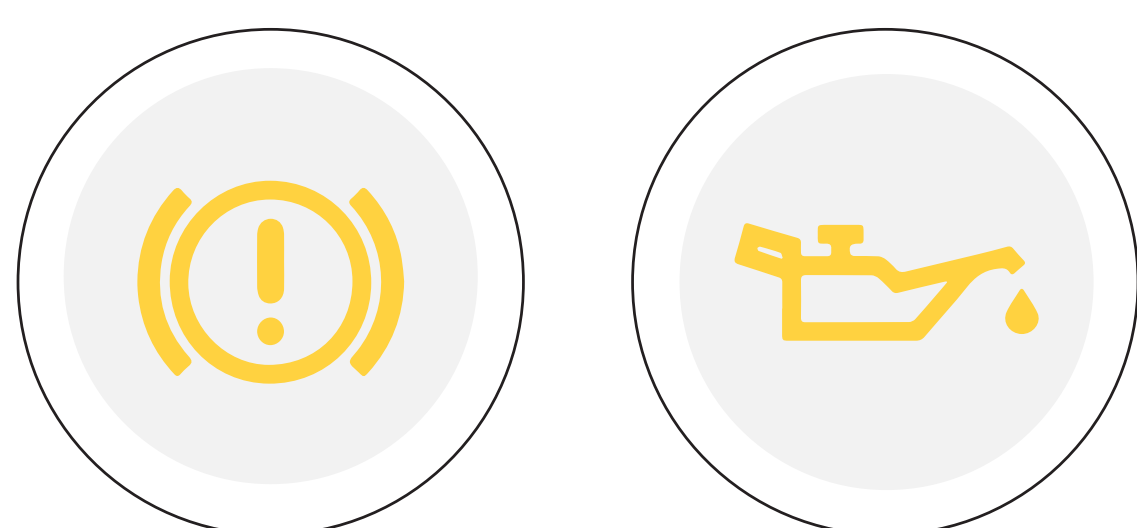
4 ways artificial intelligence is helping healthcare listen at scale.

- Enable strategic decision-making:** Artificial intelligence enables healthcare leaders to pivot quickly and effectively implement identified opportunities and challenges.



Think about it this way: Cars help humans travel from Point A to Point B. Think about AI as a self-driving car. The vehicle relies on human input to set the destination and help make decisions as hazards arise, while simultaneously assessing its surroundings to automatically plot the best path forward.

- Unlock the ability to truly listen at scale:** Millions of conversations occur in contact centers, but there's no way to impactfully listen to all of them without the help of technology to synthesize the data into actionable insights across all of healthcare: medical provider, healthcare payers, and life sciences.



Think about it this way: Think of a car's dashboard panel. There are different systems in place to automatically monitor the health of your car. All of these different systems offer critical, unsolicited feedback and context on the overall status of the car.

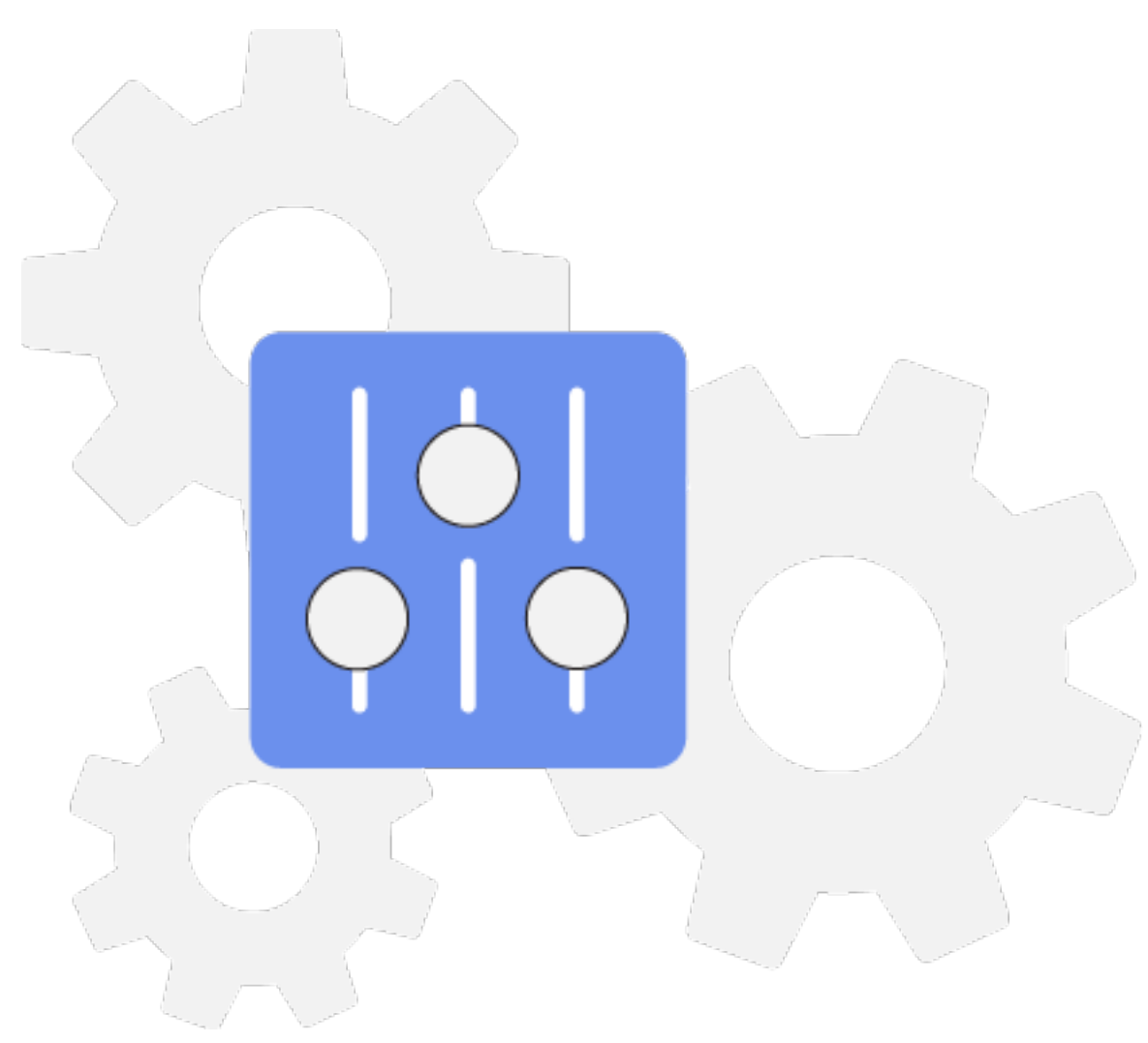
- Introduce automation for data analysis:** Finding opportunities to automate is a critical component for managing the vast volume of incoming healthcare conversations. There are indisputable resource constraints on utilizing time and staff to monitor all data channels. AI-driven autoscoring samples and selects conversations based on specified criteria.

Automation flips the active listening percentage from 1% to 100%, enabling true data-driven decisions based on the literal voice of your customers.

- **Connect humans to the data with data-backed storytelling:** Through AI data discovery and synthesis, data is brought to life. People connect to concepts valuable and personal to them – one that balances technological innovation (the head) and the ability to impact how healthcare understands the customer journey (the heart).

THE TAKEAWAY

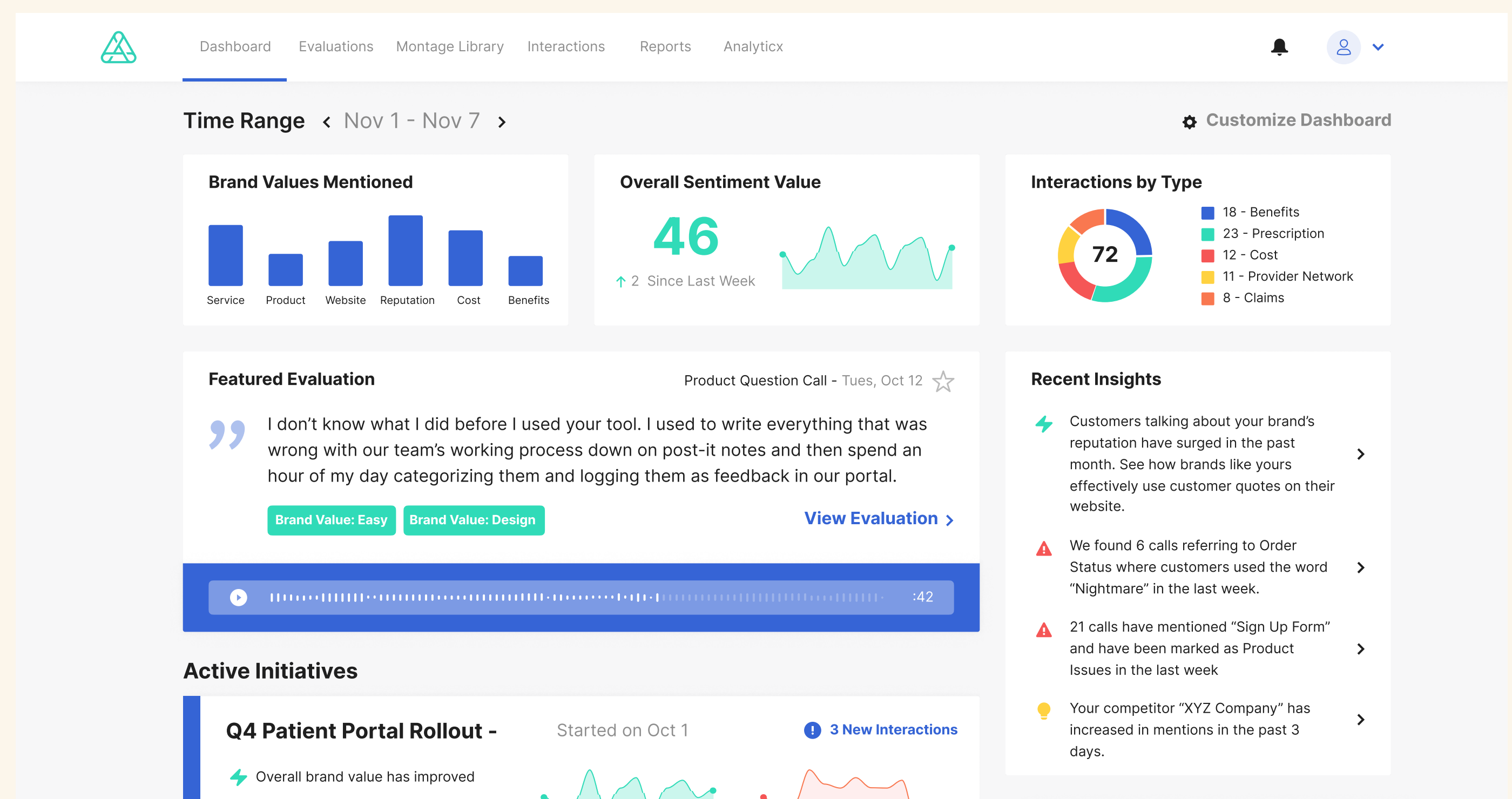
Artificial intelligence is unlocking actionable insights that account for all customer voices. Adopting and integrating conversational data will be instrumental for supporting strategic decision-making across healthcare.



Think about it this way: Think about your car today and your car from 10 years ago. The main goal is the same: providing transportation from Point A to Point B. Technology innovation has made this process smoother with enhanced safety features (Bluetooth, back-up camera, blind spot alerts), convenience (keyless entry, automated windows, seat warmers), and insights (in-car computers).

Surface 100% of your customer insights. All in one platform.

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About Authenticx

We're on a mission to help humans understand humans. Authenticx was founded to analyze and activate customer interaction data at scale. Visit our website to learn more: authenticx.com

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